



South Carolina
DEPARTMENT OF CONSUMER AFFAIRS
293 Greystone Boulevard Suite 400
P. O. BOX 5757
COLUMBIA, SC 29250-5757

Carri Grube Lybarker
Administrator/
Consumer Advocate

**PROTECTING CONSUMERS SINCE
1975**

Commissioners
David Campbell
Chair
Columbia
W. Fred Pennington, Jr.
Vice Chair
Simpsonville
Mark Hammond
Secretary of State
Columbia
William Geddings
Florence
James E. Lewis
Myrtle Beach
Renee I. Madden
Columbia
Jack Pressly
Columbia
Lawrence D. Sullivan
Summerville

March 31, 2022

VIA ELECTRONIC FILING

The Honorable Jocelyn Boyd
Chief Clerk/Executive Director
The Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Docket 2005-83-A
**South Carolina Department of Consumer Affairs' Comments Regarding
Commission's Website**

Dear Ms. Boyd:

The Department of Consumer Affairs (the "Department" /"SCDCA") is submitting this letter in response to the Commission's March 30, 2022, workshop to review and improve the PSC website. We were unable to participate, but we watched the workshop. In our opinion, the website properly provides information needed by its users. Despite the multitude of documentation and information that is accessible on the website, it is very easy and intuitive to navigate.

With that said, the Department would like to recommend one minor change to the "Customer Info" tab. After navigating to scutilityconsumer.sc.gov, there is a drop-down menu item for "How Do I...Speak to a Consumer Advocate". When clicking that link, it takes the user to a page for the ORS. Because the Consumer Advocate is a term associated with the Department, we believe this drop-down should be reworded. As suggestions, the drop-down menu item could be reworded to state: "How do I find help?"; "How do I speak to someone about my utility?"; or "How do I reach ORS Consumer Services?"

The Department appreciates the Commission's efforts in reviewing and improving its website. We believe it is a valuable resource for S.C. citizens.

ADMINISTRATOR
Tel.: (803) 734-4233

**PUBLIC
INFORMATION**
Tel.: (803) 734-4296

**CONSUMER
ADVOCACY**
Tel.: (803) 734-4200

**LEGAL/
LICENSING**
Tel.: (803) 734-0046

**CONSUMER
COMPLAINTS**
Tel.: (803) 734-4200

**ID THEFT
UNIT**
Tel.: (803) 434-4200

**PROCUREMENT &
ACCOUNTING**
Tel.: (803) 734-4264

Best Regards,

A handwritten signature in blue ink, appearing to read "Connor Parker". The signature is fluid and cursive, with the first name "Connor" and last name "Parker" clearly distinguishable.

Connor Parker
Assistant Consumer Advocate